





**Mayor's Action Center**  
Service Level Attainment Compliance  
March 2015

Service Level Agreement	Target Performance		Current Performance				
Speed to Answer Calls	< :20						
Abandon Rate	< 5%						
Time on Call	< 2:30						
After Call Work	< :40						
Top 5 Service request	Chuckhole (3,609)	Trash (1,399)	Animal (1,245)	Snow/Ice (1,219)	Illegal Dumping (512)		